

Ontario Corrections Staffing-Related Lockdowns Class Actions Settlement Frequently Asked Questions (FAQ)

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Introduction

All **documents** referenced in these questions can be found on the website of the Administrator as well as Class Counsel (see websites listed below).

If you have additional questions or require clarification after reading the information below, please contact:

Administrator, Deloitte LLP : If you have questions regarding the administration of the Settlement, please call [1-844-742-0825](tel:1-844-742-0825), email Info@OntJailStaffLockdowns.ca or visit www.OntJailStaffLockdowns.ca.

Class Counsel: For legal advice about the Settlement, please contact any of the law firms below:

Lapple Action (Inmates)

Koskie Minsky LLP

- Email: ontarioprison@kmlaw.ca
- Toll-Free Telephone: [1-866-777-6339](tel:1-866-777-6339)
- Website: kmlaw.ca/cases/ontario-prisoner-class-action/

McKenzie Lake Lawyers LLP

- Email: ont.detention.centres@mckenzielake.com
- Toll-Free Telephone: [1-855-772-3556](tel:1-855-772-3556)
- Website: www.mckenzielake.com/ontario-detention-centres-class-action/

Champ & Associates

- Email: lockdownclass@champlaw.ca
- Toll-Free Telephone: [1-833-333-6608](tel:1-833-333-6608)
- Website: www.champlaw.ca/prison-classaction

Dadzie Action (Immigration Detainees)

Koskie Minsky LLP

- Email: idclassaction@kmlaw.ca
- Toll-Free Telephone: [1-866-777-6309](tel:1-866-777-6309)
- Website: kmlaw.ca/cases/immigrant-detainee-class-action/

Henein Hutchison Robitaille LLP

- Email: idclassaction@hhllp.ca
- Toll-Free Telephone: [1-855-525-3403](tel:1-855-525-3403)
- Website: hhllp.ca/class-actions/

General Questions about the Settlement

1. What are these lawsuits about?

These lawsuits allege that the Defendants improperly subjected inmates and immigration detainees to chronic Staffing-Related Lockdowns. The lawsuits allege that the lockdowns were negligent and breached inmates' and immigration detainees' rights under sections 7 and 12 of the *Canadian Charter of Rights and Freedoms* (the right to life, liberty and security of the person and the right not to be subjected to any cruel and unusual treatment or punishment).

The Defendants deny these allegations. The court did not decide who was right. The Parties have instead reached a voluntary Settlement.

The Settlement was approved by the court on October 22, 2025.

2. Who is a "Class Member"?

The class in the Lapple Action (the "Lapple Class" or "Lapple Class Members") is:

- a. all current and former inmates of correctional institutions as defined in the *Ministry of Correctional Services Act*, RSO 1990, c M.22 ("Correctional Institutions") between May 30, 2009 and November 27, 2017 who are or were remanded, except the Excluded Lapple Persons; and
- b. all current and former inmates of the Correctional Institutions between May 30, 2009 and November 27, 2017 who are or were serving a sentence at a correctional institution or who have violated parole and are or were imprisoned at a correctional institution as a result, except the Excluded Lapple Persons.

"Excluded Lapple Persons" are:

- all inmates detained only in accordance with the *Immigration and Refugee Protection Act*, SC 2001, c 27; and
- all inmates of the Elgin-Middlesex Detention Centre, the Ontario Correctional Institute and the St Lawrence Valley Correctional and Treatment Centre (solely with respect to their incarceration at those correctional institutions).

The Class in the Dadzie Action (the "Dadzie Class" or "Dadzie Class Members") is:

- all persons detained under Division 6 of the *Immigration and Refugee Protection Act*,

SC 2001, c 27 at Ontario correctional institutions as defined in the *Ministry of Correctional Services Act*, RSO 1990, c M.22 ("Correctional Institutions") between May 30, 2009 and November 27, 2017 (solely with respect to their detention under Division 6 of the *Immigration and Refugee Protection Act*), except the Excluded Dadzie Persons.

"Excluded Dadzie Persons" are all persons who were detained at the Elgin-Middlesex Detention Centre, the Ontario Correctional Institute and the St Lawrence Valley Correctional and Treatment Centre (solely with respect to their detention under the *Immigration and Refugee Protection Act* at those correctional institutions).

3. Which Correctional Institutions are involved in the lawsuits?

The lawsuits (and Settlement) involve the following Correctional Institutions:

- Algoma Treatment and Remand Centre,
- Brantford Jail,
- Brockville Jail,
- Central East Correctional Centre,
- Central North Correctional Centre,
- Chatham Jail (closed 2014),
- Fort Frances Jail,
- Hamilton-Wentworth Detention Centre,
- Kenora Jail,
- Maplehurst Correctional Complex,
- Mimico Correctional Complex (closed 2011),
- Monteith Correctional Complex,
- Niagara Detention Centre,
- North Bay Jail,
- Ottawa-Carleton Detention Centre,
- Owen Sound Jail (closed 2011),
- Quinte Detention Centre,
- Sarnia Jail,
- South West Detention Centre (opened 2014),
- Stratford Jail,
- Sudbury Jail,
- Thunder Bay Correctional Centre,
- Thunder Bay Jail,
- Toronto East Detention Centre,
- Toronto Jail (closed 2014),
- Toronto South Detention Centre (opened 2014),
- Toronto West Detention Centre (closed 2014),
- Vanier Centre for Women,
- Walkerton Jail (closed 2011), and
- Windsor Jail (closed 2014).

The Elgin-Middlesex Detention Centre, Ontario Correctional Institute, and the St. Lawrence Valley Correctional and Treatment Centre are not covered by these lawsuits or the Settlement.

4. Why are certain correctional facilities not included?

This Settlement covers class actions about all provincial correctional institutions in Ontario except the Elgin-Middlesex Detention Centre (EMDC), the Ontario Correctional Centre, and the St. Lawrence Valley Correctional and Treatment Centre. There were separate class actions for the EMDC (see the [website here](#)). At this time, we are not aware of any class action in relation to staffing-related lockdowns at the Ontario Correctional Centre or the St. Lawrence Valley Correctional and Treatment Centre.

Class Counsel can only provide legal advice about this Settlement. If you live in Ontario and have questions about legal issues outside of the Settlement, you can be connected with a lawyer for up to 30 minutes of free legal advice through the Law Society of Ontario's Referral Service, [available online](#).

5. What is a Staffing-Related Lockdown?

A Staffing-Related Lockdown is a lockdown in which individuals detained at a correctional institution are confined to their cells due to shortages of staff at the correctional institution.

6. What does the Settlement provide?

Under the Settlement, the Defendants will pay \$59 million. This amount includes payments to compensate successful Claimants, as well as certain fees and expenses associated with the Settlement, including Class Counsel Fees in the amount approved by the court, the Class Proceedings Fund Levy (the Class Proceedings Fund provided funding so that this litigation could be pursued), Administration Costs, and Honoraria for the Representative Plaintiffs approved by the court.

See the "Compensation Overview" section [on the website](#) for more details about compensation.

7. Why is there a Settlement?

The Parties believe that the Settlement provides Class Members with reasonable compensation in exchange for releasing the Defendants from liability. The Settlement does not mean that the Defendants did anything wrong, and the court did not decide who was right.

The Parties entered into a Settlement Agreement. The individuals who filed the Actions (called the "Representative Plaintiffs") and Class Counsel believe that the Settlement is fair, reasonable, and in the best interests of the Class, and the court has agreed.

The Settlement Agreement was approved by the court on October 22, 2025. The approval became final on November 24, 2025.

8. What is a Mental Disorder?

For a Serious Harm Award, "**Mental Disorder**" means the diagnosis by a medical doctor, psychologist, or nurse practitioner (or the identification by a social worker, counsellor, therapist or registered nurse of a diagnosis by a medical doctor, psychologist or nurse practitioner) of the existence of one of the following disorders, as defined in the relevant *Diagnostics and Statistics Manual of Mental Disorders*, either the Fourth Edition ("DSM-4") or Fifth Edition ("DSM-5"):

- schizophrenia (all sub-types)
- delusional disorder
- schizophreniform disorder
- schizoaffective disorder
- brief psychotic disorder
- substance-induced psychotic disorder (excluding intoxications and withdrawal)
- psychotic disorder not otherwise specified
- major depressive disorders
- bipolar disorder I
- bipolar disorder II
- neurocognitive disorders and/or delirium, dementia and amnesic and other cognitive disorders
- post-traumatic stress disorder
- obsessive compulsive disorder, or
- borderline personality disorder.

Substance use disorder is not considered a "Mental Disorder" in this Settlement.

9. What is a Partial-Institution Staffing-Related Lockdown?

A partial institution Staffing-Related Lockdown is a lockdown where only parts of an institution are affected, but not the full institution at once. In situations where there was a Partial-Institution Staffing-Related Lockdown, it is considered "partial institution" for everyone in the institution, including those in the area that was locked down.

10. How are part-day and full-day Staffing-Related Lockdowns (SRLs) calculated? If a SRL occurred for two full days straight, would that count as two full-day SRLs?

Each day of a Staffing-Related Lockdown is counted separately. For example, if a lockdown occurred for 2 days straight, each day would be counted separately as either a 1, a 0.5 or a 0.75 "credit" as outlined below.

Staffing-Related Lockdowns are counted differently before and after January 1, 2016

because Ontario's record-keeping practices changed:

- each Staffing-Related Lockdown on or before December 31, 2015 is counted as:
 - 1 Staffing-Related Lockdown, if it lasted for 12 or more hours or if there is no record of its length; or
 - 0.75 of a Staffing-Related Lockdown, if it lasted for less than 12 hours.
- each Staffing-Related Lockdown on or after January 1, 2016 is counted as:
 - 1 Staffing-Related Lockdown if it lasted for more than 6 hours, or if there is no record of its length; or
 - 0.5 of a Staffing-Related Lockdown, if it lasted for 6 hours or less.

Participating in the Settlement

Class Members can participate in the Settlement by making a Claim.

The period for making a Claim runs until **December 1, 2026**. During that period, you may make a Claim by filling out the Claim Form (and Statute-Barred Claim Form, if applicable) and submitting it (and any supporting documents) to the Administrator online, by mail, or by email, on or before **December 1, 2026**.

11. Am I eligible for compensation?

If you are a Class Member in one of these class action lawsuits, you must submit a Claim Form (and Statute-Barred Claim Form and supporting documents, if applicable) before **December 1, 2026**. The Administrator, or the Adjudicator, if applicable, will determine if you are eligible to receive compensation according to the procedures and criteria set out in the Settlement.

Compensation is only available under the Settlement if you experienced **16 or more Staffing-Related Lockdowns**, calculated according to the Settlement Agreement.

Most compensation available under the Settlement Agreement is limited to those who experienced staffing-related lockdowns:

- **between August 15, 2014 and November 27, 2017**, for current or former inmates; or
- **between August 11, 2014 and November 27, 2017**, for current or former immigration detainees.

If you experienced 16 or more Staffing-Related Lockdowns while you were:

- an inmate at an Ontario Correctional Institution (not including the Elgin-Middlesex Detention Centre, the Ontario Correctional Institute, or the St. Lawrence Valley

Correctional and Treatment Centre) **between May 30, 2009, and August 14, 2014**, or

- an immigration detainee at an Ontario Correctional Institution (not including the Elgin-Middlesex Detention Centre, the Ontario Correctional Institute, or the St. Lawrence Valley Correctional and Treatment Centre) **between May 30, 2009 and August 10, 2014**,

you may still qualify for compensation if:

- you can show that you were **legally incapable of starting a lawsuit** during that time, or
- you qualify under the **Exceptional Circumstances Protocol**.

You will **not** be eligible if you previously and validly opted yourself out (excluded yourself), in writing, from the Lapple Action and/or Dadzie Action (as applicable to you).

12. How do I make a Claim?

To be eligible to receive money from the Settlement, you must make a Claim by submitting a fully completed Claim Form (and Statute-Barred Claim Form and supporting documents, if applicable) to the Administrator on or before **December 1, 2026**.

To make a Claim: To make a Claim, you must complete the Claim Form. You may also need to provide supporting documents.

To complete your Claim Form and submit documents easily online, please visit the online claims portal: Portal.OntJailStaffLockdowns.ca.

You can complete your Claim Form electronically or on paper. Once you have done so, you must:

- (1) include any supporting documents specified on the Claim Form (including the Statute-Barred Claim Form, if applicable); and
- (2) submit the Claim Form and supporting documents to the Administrator on or before **December 1, 2026**:
 - (a) by mail (at the address listed on the Claim Form);
 - (b) by Canada Post courier (at the address listed on the Claim Form); or
 - (c) by email (Claims@OntJailStaffLockdowns.ca).

Keep a copy of your Claim Form and all supporting documents for your records.

If you submit your Claim Form by mail via Canada Post, request your post office to apply a postmark (the date stamped by Canada Post) on the envelope. This will be considered as the day the Claim Form was submitted to the Administrator.

If you were **legally incapable of starting a lawsuit** prior to August 2014, you must

submit a Statute-Barred Claim Form with your Claim Form. Please contact the Administrator to obtain a Statute-Barred Claim Form. Please refer to FAQ #18 for more information on how to complete the Statute-Barred Claim Form.

13. How do you get a Claim Form if you are incarcerated?

If you are currently incarcerated in an Ontario correctional institution or at a Canadian federal correctional institution, or detained at a Canadian Immigration Holding Centre, you can get a copy of the Claim Form and a postage-paid return envelope from the common areas in the institution. You can also get a copy of the Claim Form by phoning or writing to the Administrator to request a copy of the Claim Form by mail.

14. How do I request a paper Claim Form?

Write or call the Administrator to request a copy of the Claim Form by mail:

Telephone:

1-844-742-0825

Mail:

Ontario Corrections Staffing-Related Lockdowns Class Actions Administrator
c/o Deloitte LLP
PO Box 7545 STN ADELAIDE
Toronto, ON
M5C 0C4

15. Can I get a copy of a Claim Form at a parole or probation office?

Yes. Ask for a copy of the Claim Form and postage-paid return envelope from your Ontario probation and parole office.

16. Do I need to provide the dates I was incarcerated and my OTIS number?

No. You do not need to provide the dates and location where you were incarcerated on the Claim Form. You also do not need to provide your Offender Tracking Information System (OTIS) number if you do not know it. This information is on record with the Province of Ontario and will be reviewed when your Claim is submitted. If you do not remember the time period or location of your incarceration, or your OTIS number, you can still submit a Claim Form.

17. Is there a list showing who qualifies for the Settlement?

No. There is no list of individuals who qualify for the Settlement. If you contacted Class

Counsel over the last few years because of these class actions, that does not mean you have automatically submitted a Claim Form. You will need to make sure you fill out a Claim Form yourself, or that a Claim is filed on your behalf.

18. Why are claims for Staffing-Related Lockdowns before August 2014 or after November 2017 not eligible?

In Ontario, the law says that a person who suffers an injury typically has to start a lawsuit within two years, unless there is an exception to that rule, such as being legally incapable of starting a lawsuit. This two-year period is called the limitation period, and it applies to class actions as well as to individual lawsuits.

These class actions were started on August 11, 2016 (for immigration detainees) and August 15, 2016 (for inmates). Under Ontario law, it may be too late for Class Members who only experienced Staffing-Related Lockdowns before August 2014. This is why most of the compensation available from this Settlement is for people who experienced 16 or more cumulative (total) days of Staffing-Related Lockdowns after August 11, 2014 (for immigration detainees) or after August 15, 2014 (for inmates), in other words, within two years before the class actions were started. This reflects Ontario law on limitation periods.

The cut-off date is November 27, 2017 because that's the day the court defined the classes.

Class Members who experienced Staffing-Related Lockdowns on or before August 10, 2014 (for immigration detainees) or on or before August 14, 2014 (for inmates), but after May 30, 2009, may still be eligible for compensation if:

- they were legally incapable of starting a lawsuit during that time, and they complete and submit a Statute-Barred Claim Form with supporting documents with proof of their incapacity; or,
- they qualify for the Exceptional Circumstances Fund of \$2 million.

Having a diagnosis with a mental health or health condition is not enough, on its own, to show a lack of capacity. In the Statute-Barred Claim Form, Class Members must prove that a mental health or other health condition made it impossible to start a lawsuit. Conditions that may meet the test for incapacity include advanced stages of dementia or Alzheimer's disease, being in a comatose state, or suffering from a severe traumatic brain injury.

The Exceptional Circumstances Fund is for:

- Dadzie Class Members who experienced at least 16 cumulative (total) days of Staffing-Related Lockdowns between August 11, 2010 and November 27, 2017, AND at least some of those Staffing-Related Lockdowns happened on or before August 10, 2014; or
- Class Members who experienced 101 or more cumulative (total) days of Staffing-Related Lockdowns between May 30, 2009 and November 27, 2017, AND at least some

of those Staffing-Related Lockdowns happened on or before August 14, 2014 (for inmates), or on or before August 10, 2010 (for immigration detainees).

For more information on the Exceptional Circumstances Fund, please refer to the [Settlement Agreement](#).

19. Why don't Claimants with Staffing-Related Lockdowns outside of this class period (before May 30, 2009, or after November 27, 2017) qualify?

Under Ontario law, a lawsuit must be certified by the court to become a class action. The certification order defines the issues in the class action, the time period the class action covers, and the people included in the class.

When these class actions were certified, the court made an order to define the classes as only covering the period between May 30, 2009, and November 27, 2017.

The Settlement does not affect any legal claims that an individual may have about Staffing-Related Lockdowns that happened before May 30, 2009 or after November 27, 2017. If you have questions about legal claims related to Staffing-Related Lockdowns that occurred before May 30, 2009 or after November 27, 2017, you should speak with a lawyer for advice as soon as possible. Limitation periods apply (see question 14 for more details about limitation periods), and it is important to act quickly.

Class Counsel can only provide legal advice about this Settlement. If you live in Ontario, you can be connected with a lawyer for up to 30 minutes of free legal advice through the Law Society of Ontario's Referral Service, [available online](#).

20. Do I need to hire a lawyer to make a Claim?

You do **not** need to hire a lawyer in order to make a claim for compensation under the Settlement, but you may find it helpful to have one.

The Administrator and Class Counsel can answer any general questions you may have about the claims process at no charge.

21. What supporting documents do I need to prove my Claim?

The supporting documents that you need to include with your Claim depend on what you are claiming.

If you are claiming **Basic Recovery only** or **Basic Recovery and a Differential**

Impact Award, you do not need to provide any supporting documents with your Claim Form.

It is not necessary to provide your own records or documentation to make a Claim for a **Serious Harm Award**. However, if you are claiming a **Serious Harm Award**, you are encouraged to provide any documents in your possession that support your Claim for a Serious Harm Award. Examples include hospital records; medical records; or a letter from your doctor, psychologist, nurse practitioner, social worker, counsellor, therapist, or registered nurse setting out that professional's knowledge of the nature of the harm caused to you by Staffing-Related Lockdowns and/or any diagnosis of a Mental Disorder and the date and duration of that diagnosis.

If you were **legally incapable of starting a lawsuit** prior to August 2014, you must submit a Statute-Barred Claim Form with your Claim Form, and must provide medical or psychological evidence demonstrating your incapacity (for example, a court order or other record of a determination on capacity by a court or authority of competent jurisdiction). Please refer to FAQ #18 for more information on how to complete the Statute-Barred Claim Form.

22. Who will review my Claim?

A third-party Administrator (Deloitte LLP) was appointed by the court to administer the Settlement and the claims process. The Administrator will review and decide Claims according to the Compensation Protocol and Exceptional Circumstances Protocol.

A third-party Adjudicator (Crawford & Company (Canada) Inc.) will decide some Claims:

- certain Claims for Serious Harm Awards (where the Defendants require an adjudication); and
- Claims under the Compensation Protocol with respect to Staffing-Related Lockdowns that occurred prior to the Presumptive Limitation Periods, to determine whether the Claimant has shown legal incapacity.

23. What if I do not make a claim?

If you do not make a Claim, you will not be able to get any money from the Settlement and you will be forever releasing any legal claims you may have had against the Defendants in relation to Staffing-Related Lockdowns at the Correctional Institutions between May 30, 2009 and November 27, 2017. Unless you opted out, you will not be able to sue the Defendants independently for your experiences with the Staffing-Related Lockdowns.

Even if you previously provided information to Class Counsel or to another lawyer, you must still submit a fully completed Claim Form specifically for this Settlement to be eligible to receive money.

24. Can I submit a Claim on behalf of someone else?

Yes, if you have legal authority to do so. If you are submitting a Claim on behalf of someone else, you must explain on the Claim Form why you have the authority to act and you must attach a copy of any Certificate of Appointment of Estate Trustee, Continuing Power of Attorney for Property, or other document(s) establishing that authority.

Compensation

25. For the Differential Impact Award, what if a mental health alert or suicide alert happened, but isn't on my record? Can I provide proof that they missed putting it on my record?

Differential Impact Awards are decided based on the Province of Ontario's records of mental health alerts and suicide alerts only. There is no way to dispute these records.

26. What type of supporting documentation is required for a Serious Harm Award?

It is not necessary for a Claimant to provide their own records or documentation to make a Claim for a Serious Harm Award; however, if the Claimant has supporting records or documents in their possession, they can provide those. For example, a Claimant may submit hospital records; medical records; or a letter from a doctor, psychologist, nurse practitioner, social worker, counsellor, therapist, or registered nurse setting out that professional's knowledge of the nature of the harm caused to the Claimant by Staffing-Related Lockdowns and/or any diagnosis of a Mental Disorder and the date and time span of that diagnosis.

If a Claimant submits a Claim for a Serious Harm Award that is forwarded to an Adjudicator to be decided, Ontario will provide the Claimant's correctional records. Those records will include medical, health care, and psychology files. Those records can be used to support the Claim for a Serious Harm Award. If a Claimant makes a Claim for Serious Harm Award that relies on the existence of a Mental Disorder, supporting records from a medical doctor, psychologist, nurse practitioner, registered nurse, social worker, counsellor or therapist are required for that Claim.

27. What is available from the Exceptional Circumstances Protocol?

As part of the \$59-million Settlement Fund, the Defendants have agreed to pay a \$2-million Exceptional Circumstances Fund. The Exceptional Circumstances Fund will be

distributed according to the Exceptional Circumstances Protocol.

The Exceptional Circumstances Protocol provides limited compensation for Staffing-Related Lockdowns that occurred between August 11, 2010 and August 2014. It also provides additional compensation to Class Members who were incarcerated at the Toronto South Detention Centre.

Compensation is available from the Exceptional Circumstances Protocol for:

- eligible immigration detainees who experienced at least 16 Staffing-Related Lockdowns between and August 11, 2010 and November 27, 2017, at least some of which occurred on or before August 10, 2014;
- eligible immigration detainees and inmates who experienced 101 or more Staffing-Related Lockdowns, at least some of which occurred:
 - between May 30, 2009 and August 14, 2014 (for inmates);
 - between May 30, 2009 and August 10, 2010 (for immigration detainees);
- eligible immigration detainees and inmates who were incarcerated at the Toronto South Detention Centre for at least six months after August 2014.

For more details about eligibility for the Exceptional Circumstances Protocol, visit OntJailStaffLockdowns.ca.

28. If I am awarded compensation under the Settlement, will that affect any social assistance or benefits I have received or am currently receiving?

Any compensation you receive under the Settlement will not affect your eligibility for, or the quantity, nature or duration of benefits received from Old Age Security and the Canada Pension Plan.

If you are receiving Ontario Works (OW) benefits, settlement compensation of up to \$50,000 is exempt as "compensation for pain and suffering" from the calculation of your income for the purposes of determining your eligibility for OW benefits.

If you previously received legal services provided under a legal aid certificate from Legal Aid Ontario and are awarded compensation under the Settlement, Legal Aid Ontario will not seek to recover the cost of those legal services from your compensation.

Please contact [Class Counsel](#) for legal advice regarding how your receipt of compensation under the Settlement may affect your eligibility and/or entitlement to any other benefits or social assistance programs.

Getting More Information

29. Are there more details about the Settlement?

If you have any questions regarding the Settlement or about the class action lawsuits in general, more information is available at OntJailStaffLockdowns.ca or by reaching out to the Administrator at the following contact information:

Ontario Corrections Staffing-Related Lockdowns Class Actions Administrator
c/o Deloitte LLP
PO Box 7545 STN ADELAIDE
Toronto, ON M5C 0C4
Toll-Free Telephone: 1-844-742-0825
Email: Info@OntJailStaffLockdowns.ca

You may also contact Class Counsel directly at the contact information listed on www.OntJailStaffLockdowns.ca.